

120 - PUBLIC LIBRARY

Operational Summary

Mission:

To enhance the quality of life for County residents by offering access to information and other resources for leisure opportunities, learning, business and community interaction.

Strategic Goals:

- Provide opportunities for the population to meet their learning and leisure needs through a variety of media and delivery systems.
- Promote and facilitate community interaction in learning, cultural and recreational activities.

Key Outcome Indicators:

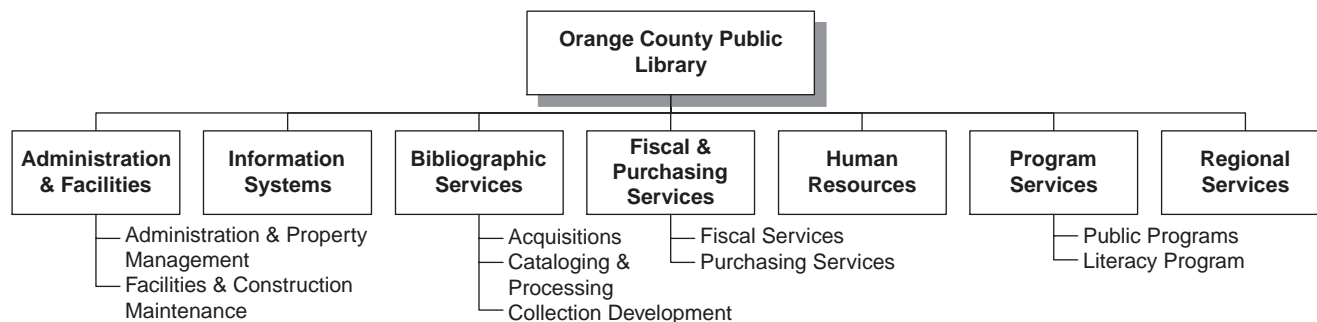
Outcome Indicator	2002 Business Plan Results	2003 Business Plan Target	How are we doing?
CUSTOMER SATISFACTION AND UTILIZATION OF LIBRARY SERVICES What: Measures use of library products and services. Conduct surveys Measures use of technology Why: Quantifies delivered service Identifies customer needs and desires Identifies ROI in technology	6,744,677 items borrowed (+2%); 129,782 children attended programs (+7%); Develop survey instrument and methodology; 430,000 hours of internet access provided; 811,612 remote website connections (+56%)	6,947,016 items borrowed(+3%); 136,272 children attend programs (+5%); Conduct survey, review and report results; 450,000 hours of internet access provided; 973,934 remote website connections (+20%)	Items borrowed and children attended programs are increasing. New all time records have been set. We are commencing the process of the survey of users and non-users. Public response for use of new information technology is exceeding our projections.
PROGRESS IN CONSTRUCTING LIBRARY FACILITIES ON SCHEDULE AND WITHIN BUDGET What: Measures our ability to complete construction plans providing facilities for library activity Why: Growing population requires increased library infrastructure	Opened Foothill Ranch Branch in February 2003. Begin construction on Wheeler Branch.	Operate Foothill Ranch. Open and operate Ladera Ranch August 2003. Open Wheeler Ranch February 2004.	Projects are on schedule.

Fiscal Year FY 2002-2003 Key Project Accomplishments:

- 6,744,677 borrowed, a two percent increase.
- 129,782 children attended programs, a seven percent increase. Develop survey instrument and methodology for user and nonuser survey.
- 430,000 hours of internet access provided to the public. 811,612 remote website connections, a fifty-six percent increase.
- Opened Foothill Ranch branch February 2003. Begin construction on Wheeler Branch.

- Open Ladera Ranch branch in August 2003.

Organizational Summary



ADMINISTRATION & FACILITIES - Manages maintenance and construction of all library facilities, real estate functions, overall administrative coordination, delivery service, warehouse operations, and support for the Library Advisory Board.

INFORMATION SYSTEMS - Provides support, planning and management of all library computer systems including internal operations network, interfaces with other County systems, circulation and other internal mainframe functions, patron access catalog and remote access databases, public and staff internet access, and library web site.

BIBLIOGRAPHIC SERVICES - Manages evaluation and selection of books, databases, periodicals and all other library materials, orders and receives all new materials, catalogs and processes new materials for use in libraries and repairs damaged materials.

FISCAL & PURCHASING SERVICES - Manages the overall financial operations of the Library, including the budget, purchasing, developer agreement management, operational allocation process, payroll and accounts payable.

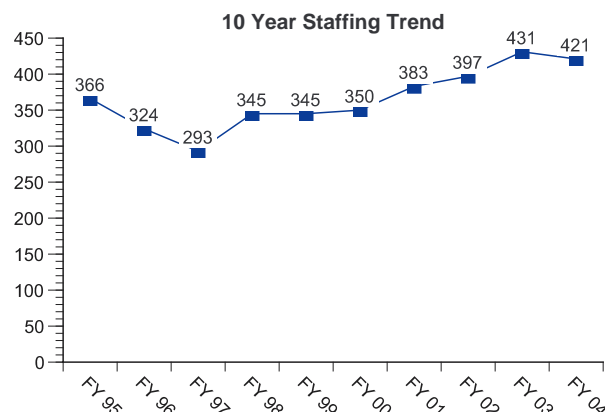
HUMAN RESOURCES - Manages all personnel and HR functions including recruitments, Performance Incentive Program coordination, staff training, disciplinary actions and departmental Labor Management Committee.

PROGRAM SERVICES - Provides coordination of Children's Services program systemwide, public relations, Orangewood Children's Home Library, Adult Literacy program and Adult Services planning.

REGIONAL SERVICES - Manages operations of 29 branch libraries, public services provided in libraries, and coordination of construction/renovation projects.

COUNTY LIBRARIAN - Provides overall management of department and serves as staff to Library Advisory Board.

Ten Year Staffing Trend:



Ten Year Staffing Trend Highlights:

- Staffing generally decreased until FY 97-98 because of the loss of funds due to the ERAF shift. Staffing has expanded starting in FY 97-98 with the addition of more days per week of public service at all branch libraries, with the assumption of the decentralized functions of Human Resources, Purchasing, Facilities maintenance and construction and the addition of new libraries in Aliso Viejo, Costa Mesa, Laguna Hills, Foothill Ranch and Ladera Ranch scheduled to open in August 2003. A net reduction of 10 positions for FY

2003-04 from the Final Budget in FY 2002-03 will be used to help offset a reduction in State Public Library Fund revenue.

Budget Summary

Plan for Support of the County's Strategic Priorities:

The Orange County Public Library will continue to work with the Library Advisory Board to provide and develop services responsive to the communities we serve. Staff will continue to implement and refine the organizational measurement program (ROG) and the employee pay for performance program (PIP). In line with the Strategic Plan, the Library will continue to operate solely through dedicated Library Fund revenue sources, maintaining a Net County Cost of zero.

Changes Included in the Recommended Base Budget:

The Library is deleting a net of ten positions from the 431 positions approved in the Final Budget for FY 2002-03 to effect an efficient operation and still maintain a minimum level of service as established by the Library Advisory Board. The budget also reflects a decrease in revenue from the State Public Library Fund from the \$1,298,028 realized in FY 2002-03 to \$648,992 in FY 2003-04. In line with the Strategic Plan, the Library will continue to operate solely through dedicated Library Fund revenue sources, maintaining a Net County Cost of zero.

Proposed Budget and History:

Sources and Uses	FY 2001-2002 Actual	FY 2002-2003 Budget As of 3/31/03	FY 2002-2003 Projected ⁽¹⁾ At 6/30/03	FY 2003-2004 Recommended	Change from FY 2002-2003 Projected	
					Amount	Percent
Total Positions	-	440	440	421	(19)	-4.32
Total Revenues	29,011,072	28,875,644	29,944,587	29,912,537	(32,050)	-0.11
Total Requirements	28,099,845	28,875,644	29,093,737	29,912,537	818,800	2.81
Balance	911,227	0	850,850	0	(850,850)	-100.00

(1) Requirements include prior year encumbrances and expenditures. Therefore, the above totals may not match FY 2002-2003 projected requirements included in "At a Glance" (Which exclude these).

Detailed budget by expense category and by activity is presented for agency: Public Library in the Appendix on page 512.

Highlights of Key Trends:

- Utilization of services and resources by the public continues to increase. Circulation count of items borrowed from libraries is expected to set an all time record for the fourth year in a row of some 6.75 million items in FY 2002-03. An increase of 3% is expected for FY 2003-04.

Access to library collection, databases and services from remote locations via the library website are increasing significantly as more functionality is added to the site; an expected rate of increase of 56% for FY 02-03 and another 20% in FY 2003-04.

Budget Units Under Agency Control

No.	Agency Name	Administration & Facilities	Information Systems	Bibliographic Services	Fiscal & Purchasing Services	Human Resources	Program Services	Regional Services	County Librarian	Total
119	Public Library - Capital	5,157,898	0	0	0	0	0	0	0	5,157,898
120	Public Library	5,552,222	911,512	4,446,088	1,095,839	342,246	950,650	16,274,090	339,890	29,912,537
	Total	10,710,120	911,512	4,446,088	1,095,839	342,246	950,650	16,274,090	339,890	35,070,435